MANIPUR GAZETTE

EXTRAORDINARY

PUBLISHED BY AUTHORITY

No. 166 Imphal, Friday, October 24, 2025 (Kartika 2, 1947)

OFFICE OF THE
OINAM MUNICIPAL COUNCIL,
OINAM, MANIPUR-795134

NOTIFICATION

Oinam, the 15th September, 2025

No. 5/1/2025-OMC(SLB): This is to notified that the Service Level Benchmark of this Council for maintaining the standards of the deliveries in basic essential services such as water supply, solid waste management and storm water drainage for the year 2020-2021, 2021-2022, 2022-2023, 2023-2024 and 2024-2025 as per Council Sitting No. 7 Resolution No. 1 dated 10/09/2025 is hereby published for information to general public given below:

SERVICE LEVEL BENCHMARK IN RESPECT OF OINAM MUNICIPAL COUNCIL

1. WATER SUPPLY:

Sl. No.	Water Supply Service /Indicators	Ministry of Urban Development Benchmark	Actual 2020-2021	Actual 2021-2022	Actual 2022-2023	Actual 2023-2024	Actual 2024-2025	Target 2025-2026
1.	Extent of Non-Revenue Water (NRW*) in %	20%	50	40	35	35	30	20
2.	Efficiency in redressal of customer complaints (in%)	80%	75	80	90	90	90	100
3.	Cost Recovery in Water Supply Service (in %)	100%	40	55	60	70	70	100
4.	Extent of Metering of Water Connections (in %)	100%	Nil	Nil	Nil	Nil	Nil	Nil

5.	Continuity of Water Supply (in hours per day)	24 hours	1.5	1.5	1.5	2	2	3
6.	Efficiency in Collection of Water Supply Related Charges (in %)	90%	50	60	65	65	70	80
7.	Per Capita Supply of Water (lpcd)	135 lpcd	55	55	55	55	55	70
8.	Quantity of Water Supplied	100%	Safe to Drink	Safe to Drink	Safe to Drink	Safe to Drink	Safe to Drink	Safe to Drink
9.	Coverage of Water Supply Connections (in % of number of Households,2011 census	100%	9.3	14	15	17	21	65

2. SOLID WASTE MANAGEMENT (SEWERAGE AND SANITATION)

SL. No.	Indicators	Ministry of Urban Development Benchmark	Current Level 2020-2021	Current Level 2021-2022	Current Level 2022-2023	Current Level 2023-2024	Current Level 2024-2025	Target Level 2025-2026
1.	Household Level Coverage of Solid Waste Management Services	**100%**	75	79	86	90	97	100
2.	Efficiency of Collection Of Municipal Solid Waste	**100%**	77	78	83	91	96	100
3.	Extent of Segregation of Municipal Solid Waste	**100%**	13	15	16	19	31	50
4.	Extent of Municipal Solid Waste Recovered	**80%**	50	53	57	59	67	75
5.	Extent of Scientific Disposal of Municipal Solid Waste	**100%**	22	26	31	33	38	50
6.	Efficiency in Redressal of Customer Complaints	**80%**	35	37	38	41	49	60
7.	Extent of Cost Recovery in SWM Services	**100%**	60	69	73	74	77	80

8.	Efficiency in Collection of SWM Charges	**90%**	51	54	61	66	76	80

3. STORM WATER DRAINAGE

Sl. No.	Indicators	Ministry of Urban Development Benchmark	Current Level 2020-2021	Current Level 2021-2022	Current Level 2022-2023	Current Level 2023-2024	Current Level 2024-2025	Target Level 2025-2026
1.	Coverage Of Storm Water Drainage Network	100%	26	26	29	32	38	50
2.	Incidence Of Water Logging/Flooding	0%	45	41	30	26	24	10

KH. KANTA SINGH,
Executive Officer,
Oinam Municipal Council.

Printed at and Published by the Directorate of Printing & Stationery, Government of Manipur.

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Date: 24-10-2025 15:55:19